

EXCEPTION REPORT #3

Verizon – New Jersey mishandled several disconnect orders.

Issue

KPMG has identified several disconnect orders which appear to have been mishandled. Specifically, a call placed to any of these disconnected numbers was not sent to an “intercept message” which would alert a caller that the number has been disconnected.

The table below identifies those orders which resulted in a flawed disconnect:

Pon	Ver	TN	Result	Test case description
050011NN0X010010	AA	7328314160	No Intercept Msg - Ring No Answer	Disconnect CLEC Resale 1 line ISDN BRI residential customer
050021NN0X000002	AA	6096715263	No Intercept Msg - Ring No Answer	Disconnect CLEC UNE-P 1 line ISDN BRI residential customer
050021NN0X000004	AA	6096712851	No Intercept Msg - Busy Back	Disconnect CLEC UNE-P 1 line ISDN BRI residential customer
050021NN0X000004	AA	6096712852	No Intercept Msg - Busy Back	Disconnect CLEC UNE-P 1 line ISDN BRI residential customer
050031NN0X000002	AA	6096715258	No Intercept Msg - Ring No Answer	Disconnect CLEC UNE-P 1 line ISDN BRI business customer

Assessment

Verizon’s inability to properly handle customer disconnect requests, ensuring that the correct intercept message is in place, results in not satisfying CLEC customer requests and damages the relationship between the CLEC and its customers.